



HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 100110217-1

Inventor(s): Christopher D. FARNES, et al.

Confirmation No.: 7287

Application No.: 10/043,756

Examiner: CHOI, P. H.

Filing Date: 01/09/2002

Group Art Unit: 3623

Title: METHOD AND SYSTEM FOR IMPLEMENTING TOTAL CUSTOMER EXPERIENCE ACTION PLANNING

Mail Stop Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT**

Transmitted herewith is/are the following in the above-identified application:

- ☒ Response/Amendment  
☐ New fee as calculated below  
☒ No additional fee  
☐ Other

- ☐ Petition to extend time to respond  
☐ Supplemental Declaration

Fee\$

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	20	MINUS	20	= 0	X \$50	\$ 0
INDEP. CLAIMS	3	MINUS	3	= 0	X \$200	\$ 0
<input type="checkbox"/> FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$360	\$ 0
EXTENSION FEE	<input type="checkbox"/> 1st Month \$120	<input type="checkbox"/> 2nd Month \$450	<input type="checkbox"/> 3rd Month \$1020	<input type="checkbox"/> 4th Month \$1590		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 09/05/2006

Typed Name: Emilie Benschoter

Signature:

Respectfully submitted,  
Christopher D. FARNES, et al.

By

Lin Heu

Attorney/Agent for Applicant(s)

Reg No. : 46,315

Date : 09/05/2006

Telephone : (408) 938-9060



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
	)	
Farnes et al.	)	Examiner: Choi, P
	)	
Serial No.: 10/043,756	)	Art Unit: 3623
	)	
Filed: January 09, 2002	)	
	)	
For: Method and System for	)	
Implementing Total Customer	)	
Experience Action Planning	)	
	)	

Commissioner for Patents -  
P.O. Box 1450  
Alexandria, VA 223 13-1450

Amendment and Response to Office Action

Dear Sir:

In response to the non-final Office Action mailed June 05, 2006 for the above captioned patent application, Applicants respectfully request the Examiner to enter the following amendments and consider the following remarks.